

Information for patients and families

About your admission

The following information has been prepared to assist you in planning your visit to Sydney Hospital and Sydney Eye Hospital. It is important that you understand details about the admission process. Take the time to read the following information in conjunction with any information received from the hospital. Remember it is your right as a patient to ask questions about any aspect of your admission that you do not understand.

Bookings office

Unless you are an emergency patient, you will receive a letter of admission from the hospital advising you of the date of your provisional booking.

When you receive your letter of admission from the hospital, please phone the Bookings Office within 14 days on 9382 7113 to confirm your admission. If you are unable to attend due to illness or for other reasons, it is important that you contact the bookings office to schedule a new date.

You must read all information sent to you regarding your admission and contact the Bookings Office if you have questions relating to your admission. If you require an interpreter, please request one prior to your admission.

What to bring

You should bring the following items with you:

- letter of admission
- private X-rays (where applicable)
- medicare card
- health insurance details
- pensioner Benefit or Health Care Card
- nightclothes and dressing gown (for overnight stay)
- comfortable day clothes
- footwear with non-slip soles
- personal toiletries (towels are provided)
- current medication

The hospital does not accept responsibility for valuables, clothing or personal items, so do not bring unnecessary items.

Admission Procedures

On arrival, report to the admissions office as indicated in your admissions letter. Admissions are conducted as quickly as possible.

Admission times are:

- Day of Surgery and Day Procedure Patients: 7.00am - level 1, Ward 1 West
- General Surgery: 10am - level 1, Ward 1 West
- Eye Surgery Patients: 10am and 1pm - level 1, admissions desk

During your admission, the admission officer will:

- provide information about your stay
- arrange for an interpreter if you need one

- assist you in completing your admission forms

Hospital Fees

Patients should clarify accommodation charges with the clerical officer at the time of admission. Patients with private health insurance should clarify eligibility criteria and levels of cover with their fund, prior to admission.

Private (chargeable) Patients

As a private (chargeable) patient:

- You may be treated by the specialist/doctor of your choice.
- You will be charged for accommodation, diagnostic, prostheses and some medical fees.
- You may claim medical and diagnostic charges back from Medicare.
- If you are in a health fund, basic hospital insurance will cover the 'gap' between the Medicare benefit and the scheduled fee, and will usually cover all hospital accommodation costs. However, some schemes do require that the patient pay part of the account.

Medicare ineligible patient

Medicare ineligible patients are those who aren't entitled to Medicare benefits or free hospital treatment.

All Medicare ineligible patients are treated as private patients. They may be treated by the specialist/doctor of their choice, or they may allow the hospital to nominate the specialist.

Prior to admission, the specialist will obtain an approval in writing from either the Hospital's Executive Director or the Director of Clinical Services.

Charges will be raised for accommodation, diagnostic and surgically implanted prostheses and clinical services provided by the specialists.

All Medicare ineligible patients must provide an assurance of payment before treatment is provided. This assurance may take the form of:

- credit card imprints - the credit card limit will be verified
- cash to cover the estimated cost
- bank cheque to cover the estimated cost

The payment for expected length of stay must be paid seven days prior to admission.

Hospital (non-chargeable) patient

As a hospital (non-chargeable) patient, you are entitled to free accommodation in a shared ward and free treatment by hospital doctors. These doctors may be doctors who are training to be specialists and are under the supervision of specialists nominated by the hospital.

Patient election

[Australian Health Care Agreement - Admission Standards](#)

Single room accommodation

Allocation of single rooms at the hospital is based primarily on medical need and

availability. A higher fee applies to single accommodation where it is specifically requested.

Meals

Your menu for lunch, dinner and breakfast for the following day will be given to you at 7am and should be filled out before 10am.

A registered dietician is available to help you plan your hospital meals and provide you with information about your diet when you return home. The dietician can modify your hospital meals if needed. A dietician will automatically visit those patients who have been placed on a special diet by their doctor.

Discharge

Before leaving the ward, check with the ward clerk to see if you are required to return to the Admissions Office to finalise your account.

If the hospital is claiming benefits on your behalf, please ensure that prior to discharge:

- you have completed and signed (in two places) the Hospital Claim Form for your hospital fund
- your fund membership subscriptions are up to date so that the hospital can process the claim without delay

For Your Information

Alcohol

Alcohol is not permitted within the hospital.

Blood samples

The taking of blood samples, sometimes frequently, is necessary to provide us with information about your changing body chemistry. Your doctor requires the most recent results so that you can be treated accordingly.

Boarders

Accommodation is available for parents, relatives or friends of patients staying at the hospital. A fee will be charged per day for the Boarder/s accommodation and meals. The Admission Clerk must be informed that a Boarder will be staying with the patient, and payment must be made for the expected length of stay and then on a daily basis.

Chapel of St Luke the Physician

A non-denominational Chapel is located on the ground floor in the Worrall Building located directly opposite the Clinical Services building, and is available for patients and families.

Daily routine

Matters of daily routine are the concern of the Nursing Unit Manager who must consider the comfort of all patients. In open wards, lights should be turned out by 10pm and screens should be drawn around your bed if you are watching television.

Dentures

Dentures are easily lost if they are placed in tissue paper on the bedside cabinet. If you

remove your dentures, please ask a nurse for a denture cup.

Employee identification

Hospital employees are recognisable by their identification badges which list name and position.

Interruptions

On occasions, it may be necessary to interrupt your nap or visits by friends and family. This is necessary if you require tests, medication or treatment, which must be given at specific times to be effective.

Laundry

The hospital does not have facilities for washing personal clothing. This should be arranged with relatives or friends.

Leaving the ward

Your safety is of primary concern and you are asked to notify nursing staff before leaving the ward.

Medical certificate

Please inform your doctor if you require a medical certificate.

Medical records

A record will be kept of your illness and treatment. It will be kept confidential with access limited to health care professionals directly involved in your treatment. The contents of your medical records will be disclosed only with your consent or where required by law. This record remains the property of the hospital.

Medication

On admission, you should give the nursing unit manager any drugs or medicines in your possession. These will be returned to you on discharge. The use of drugs other than those prescribed by your doctor while in hospital may have an adverse effect on your recovery.

Nurse call system

Call buttons are provided should you need a nurse. It is only necessary to press the call button once as the call registers outside your door, and in some wards, at the nurses' station.

Privacy

In hospital, it is sometimes difficult to become accustomed to a certain lack of privacy. You can help other patients by reducing noise, having only a limited number of visitors at your bedside at any one time, and by listening to your radio and television with an earpiece.

Purchase of food and publications

Food, refreshments and reading material may be purchased from the FOSH volunteers stall located in the foyer on the ground floor of the Clinical Services Building. The Ladies Auxiliary volunteers operate a small kiosk at the front of the hospital in Macquarie Street.

Smoking

Smoking is not permitted within the hospital.

Social work

Social workers are professionals trained to help patients experiencing personal, emotional or social difficulties related to illness, disability or hospitalisation and are available to assist patients and their families. Social Workers can also advise on community resources for additional support and assistance. If you would like to talk to a social worker, ask your doctor or the nursing staff.

Television

Television sets are available in most wards. Please ask the ward clerk for details.